

Purposive SMW Uses

How We Learned to Stop Worrying
and Love the Wiki

Structure

- How we started using wikis
- Why we decided to push wikis
- Ways that we've been using wikis
- What made the difference(s)
- Where we want to go next

Small Talk, Small Beginnings

June 2006 - Coworkers go to lunch; talk about wikis

July 2006 - Approval to operate first DoD wiki

September 2006 - Adoption requires adaption. ...and extensions

July 2007 - "We decided not to try that because it might be hard"

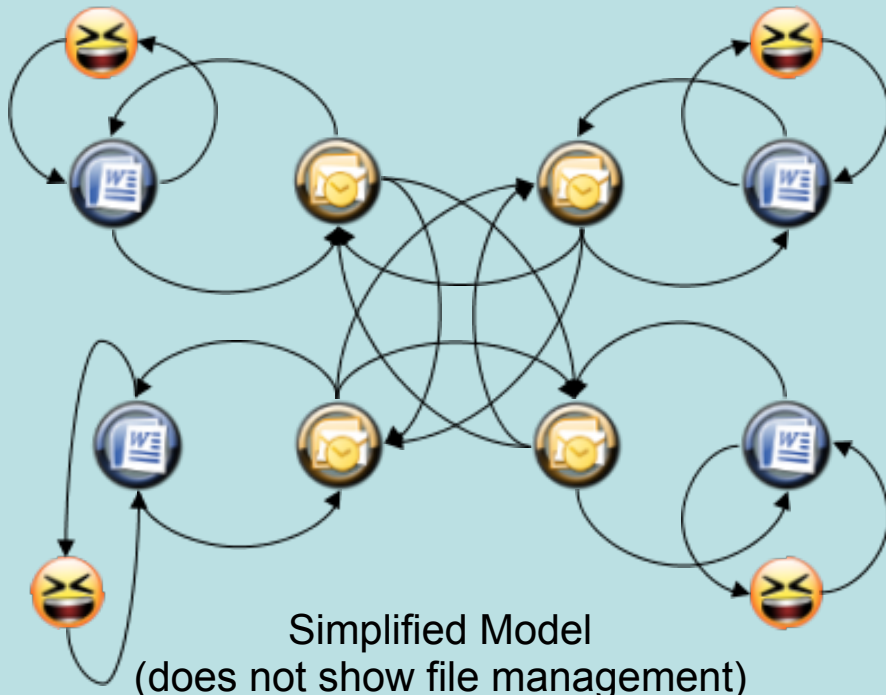
December 2007 - Expensive plan wasn't good enough; need another way to do this...

February 2008 - Let's try SMW + SF

Wiki Collaboration Model Comparison

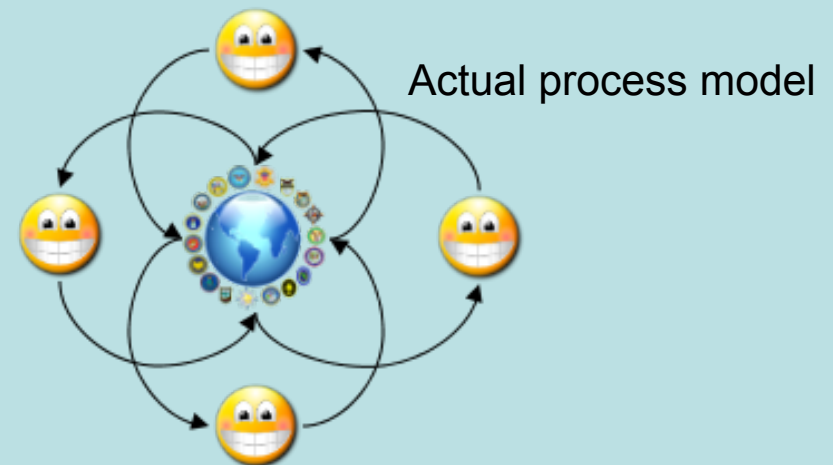
We are moving away from the old, email + word processing model:

- Pseudo-collaborative (edit-share; repeat)
- Convoluted, version control nightmare
- Optimized for printing documents
- Electronic version of a paper system



We are moving toward the new wiki collaboration model:

- Genuine collaboration in real-time
- Complete version control and edit history
- Optimized for developing new media content
- Born out of the information age



SSSP - First Use Case

2006 Version - Usual Way

- Jun-Dec '06 (7 mo)
- 7 Workshops
- ~80-180 pax
- 1-2 weekly meetings
- Travel costs est. \$.6M
- Produced:
 - 117 valid challenges
 - 75 valid responses

2008 Version - SMW+SF

- Mar-Jun '08 (<3 mo)
- 2 Workshops
- ~90-200 pax
- <1 weekly meetings
- Travel costs est. \$.3M
 - Produced:
 - 89 challenges revised
 - 78 new, valid challenges
 - 64 responses revised
 - 67 new, valid responses
- 104 simultaneous users
- 100 edits/hour

2x the product; 1/3 the time; 1/2 the cost

Three Steps Forward...

Hire a "real" web developer to support collaboration

Quickest QDR Ever: Project-specific Wikis

- Quadrennial Defense Review
- Ballistic Missile Defense Review
- Nuclear Posture Review

Program specific wikis

- Study of Irregular Warfare and Counter-Insurgency
- Homeland Defense Reference
- Modeling and Simulation Tools Registry

Wiki 1

Requirement: CMS with collaboration benefits

- Collaboration beyond DoD
- File Management
 - Link files to meetings, themes, organizations, work groups
 - Enable commentary and feedback
- Work group calendars and common calendar

Solution:

- SMW + SF + SRF/SC
- "Upload File" forms
- ~80 hours + training

Wiki 2

Requirement: Managed Survey + Coordinated Response

- Organization-specific responses to specific questions
 - Draft "common" answer + commentary
 - Link reference data and documents to contributions
- Organized links to "open source" information

Solution:

- SMW + SF + Author Protect
- SRF + SD
- "Wouldn't have been possible without *sic* you"

Wiki 3

Requirement: Limited Collaboration

- Protected workspaces
- Monitored Access
- Information Push
- Blog-style Updates

Solution:

- SMW + SF + wiki 1's "Upload File" forms
- SRF/SC

Collaboration and Transparency

PKI-protected wiki sites Defense MetaWiki

- Homeland Defense Reference
 - Linking to other government agencies, local authorities
 - Layered collaboration
- IW and COIN
 - Most widely used
 - Most fully developed
 - Best collaboration
- M&S Tools Registry
 - Card catalog
 - Read remote data (xml)
 - Publish data in RDF and RSS feeds

Wikis on the Web

- Invitation-only study wikis
- Gov2Gov: Collaboration about Government Collaboration

Next Steps: Results are in...

- Greater integration of data between our wikis
 - Multiple projects using similar/same data sources
 - Common project management spaces
 - Add personal profiles and social networking
- Greater use of remote data
 - M&S Tools Registry
 - Leveraging standardized vocabularies, eg DC
- Improved mechanisms for file management
 - Drupal7 and KnowledgeTree look interesting
- Encourage data as wiki content
 - Not uploaded files
 - Links to other data sources